

---

## 5 Programme administration

---

### 5.1 What we expect and require

#### 5.1.1 Our operating terms and conditions

This section sets out our formal terms and conditions – the rules you sign up to when you become an approved centre. Along with the other documents set out below, they form part of our legal agreement so you need to know them from the start.

As a centre or recognised provider you must at all times:

- operate to:
  - the policies, regulations, requirements, procedures and guidelines in this manual
  - the *Qualification Specifications* and *Guidance Notes* that we issue
  - any revisions or additions to those policies, regulations, requirements, procedures, guidelines and specifications that we make from time to time
- comply with our terms of trade and methods of payment
- comply with the requirements (including *Codes of Practice*) of any relevant regulatory authority – for example you must retain records of assessment and internal quality assurance for a rolling period of 4 years
- when requested, give ILM and the appropriate regulatory bodies access to:
  - premises, meetings, learners and staff, and all relevant documents and data
  - learner assessment records and records of achievement
  - internal verification and/or quality assurance records
- inform us of any changes to the information originally provided for the centre approval process which forms the basis of your contract with ILM. This includes changes to personnel involved in the delivery, assessment and internal quality assurance of ILM programmes
- keep any confidential information about our business or affairs secure, and protected against theft, damage, loss or unauthorised access and not disclose any information of this nature to any other person. (You must ensure that your employees and agents are aware of and bound by this requirement, which does not apply to information entering the public domain through no fault of the centre)\*
- comply with national laws and regulations, including the Data Protection Act.

If our external quality assurance activities show that a centre is failing to meet the full requirements of the *Approved Centre Criteria* or the relevant *Qualification Specifications*, we will take action to maintain the integrity of our qualifications.

The action we take will be in proportion to the nature and seriousness the problem. It may also lead to your centre approval being suspended or withdrawn (Section 6.8).

### 5.1.2 Contractual responsibilities

This section applies to centres and providers.

As well as the operating terms and conditions above, you need to understand and meet these contractual responsibilities.

The arrangements between ILM and the centre do not amount to a partnership, in the legal sense of the word 'partnership'.

The Contract between the centre and ILM:

- represents the entire understanding between the centre and ILM and neither party has entered into it relying on any statement or representation (whether negligent or innocent) except those contained or referred to in the Contract
- may only be changed if both the centre and ILM agree in writing
- is governed by English law (or Scottish law in the case of centres or headquarter centres of multi-site organisations located in Scotland).

A centre may not transfer its rights to anyone else, or allow anyone else to exercise them without ILM's written consent.

The centre will respond to any reasonable request that we make, for information to help us check whether the centre has complied or is complying with its obligations. The centre's employees, sub-contractors and agents will provide full and accurate information when such a request is made.

If a centre is made up of a group of agencies, each one of them is responsible for the others' actions, or failures to act.

The centre will make good any loss that ILM incurs as a result of any action, failure to act, or negligence by the centre or its employees, sub-contractors or agents.

ILM is not liable for any loss the centre incurs as a result of our failure to give advice or information, or as a result of incorrect advice or information, whether or not due to ILM's negligence or that of its employees, subcontractors or agents\*.

Neither the centre nor ILM is liable to the other for:

- anything that is due to circumstances outside their control
- loss of profits, goodwill or anticipated savings and/or indirect or consequential loss or damage.

The exception to this statement is that we may claim reasonable consequential operational and administrative costs and other expenses from the centre\*.

\* These provisions will continue even if centre approval is withdrawn.

## 5.2 Before you register learners

### 5.2.1 Data protection

Your procedures must comply with the law on data protection. You can see our data protection policy in Section 6.1 and it applies to all the information in this section, as it does to everything in this centre manual.

### 5.2.2 ILM programme codes, qualification and certification dates

If you are running funded programmes you'll find it useful to refer to the list of ILM programme codes, because it gives you:

- all the Ofqual (formerly the Qualifications and Curriculum Authority, QCA) and the Scottish Qualification Authority (SQA) qualification codes
- the end dates and last certification date for each qualification.

As a matter of course we keep centres updated on qualifications that are due to expire, along with news of any extensions to the dates.

You can see the list for all current qualifications at [www.i-l-m.com/programmecodes](http://www.i-l-m.com/programmecodes)

For details of expired qualifications please contact the Customer Service Team on 01543 266867 or email [customer@i-l-m.com](mailto:customer@i-l-m.com)

### 5.2.3 Making sure your learners get credit for their learning

Under the Qualifications Credit Framework arrangements for England, Wales and Northern Ireland, your learners can achieve national credit for their qualifications, or may already have qualifications they can claim credit for. So you need to:

- register them under the Qualifications Credit Framework arrangements, so they can claim any credit they're due
- allow them credit for any prior learning towards their qualification or units.
- include the Scottish Candidate Number (SCN) if you're a Scottish centre registering a learner – the SCN is the unique identifier for all learners registered for Scottish Qualifications. You'll find further information on the Scottish Qualifications Authority website [www.sqa.org.uk](http://www.sqa.org.uk)

All ILM qualifications are on the QCF, apart from S/NVQs. So you can arrange for your learners to get national credit for most ILM qualifications, as long as your centre is registered with the MIAP (Managing Information Across Partners) national database.

### 5.2.4 Why you need the Unique Learner Number (ULN)

All learning providers funded for Further Education and work-based learning in England, Wales and Northern Ireland must register each recorded learner with a Unique Learner Number (ULN).

### 5.2.5 More about MIAP

The Managing Information Across Partners database:

- is a major initiative that transforms the way the education and training sector uses and exchanges information between learning providers, learners, employers and employees
- is managed by a programme board and operated by the Learning and Skills Council (LSC) for learners aged 14 years and over, and learners registering for relevant post-14 qualifications.
- runs the Learner Registration Service which provides the Unique Learner Number (ULN) that enables awarding organisations to transfer information about individual learner achievements onto the national database.

For information about how to register your centre and gain access to the Learner Registration Service, phone the MIAP helpdesk on 0845 6022589 or go to: [www.miap.gov.uk/products/lrs/implementationguide](http://www.miap.gov.uk/products/lrs/implementationguide)

## 5.3 Registration and results

Remember – we can only process results for learners who have been registered, either online or on paper registration forms.

### 5.3.1 Timescales

#### The ten week rule for S/NVQs

It is a regulatory requirement that S/NVQ learners must be registered with us for at least 10 weeks before a claim for S/NVQ certification can be made.

#### Other programmes

Your registrations must arrive in time for us to send the registration list to your External Verifier, so they can plan the external verification of your programme with you.

For programmes lasting more than 3 months, you must register learners no later than 4 weeks after the start of the programme. For shorter programmes your learners need to be registered within a week of the start date.

Learners can activate their studying membership before they have been registered by going to [www.i-l-m.com/activate](http://www.i-l-m.com/activate)

#### Programme completion

Learners must complete their programme within 3 years of their registration date.

### 5.3.2 Registering learners online

Our online learner registration system is the ILM Walled Garden. It's quick and easy to use, and available 24 hours a day, all year round.

#### Creating your Walled Garden account

You reach the Walled Garden at [www.walled-garden.com](http://www.walled-garden.com) or through the link in the top right corner of the home page at [www.i-l-m.com](http://www.i-l-m.com).

At the log-in page you'll see the online form to create an account (subject to your credit status). When you've sent us the application form and we have confirmed it, we email you your centre's username and password. Then on your first log-in we ask you:

- to change your password
- for some personal details – in case we need to securely confirm your identity if you're using the online services helpdesk
- to read and agree to the site terms and conditions, before you can use it.

#### Registering learners

With your account up and running you can register learners online.

It may sound obvious but it's very important to get all the registration details right. Any error at this stage will cause delays in processing your learners' certificates.

To make sure you register your learner for the right qualification select either:

- centre-assessed (independent assessment) or
- ILM-assessed components (external assessment)

and, for payment, either:

- full payment, or
- unit payment, or
- top-up payment.

For a step-by-step guide to online registration – including all the information to help you select the right options – go to [www.i-l-m.com/WGguide](http://www.i-l-m.com/WGguide)

If you have any queries about the Walled Garden, registering learners online or on paper, certificates or any other topics, the Customer Service Team is there to help. You can call them on 01543 266867 or email [customer@i-l-m.com](mailto:customer@i-l-m.com)

### 5.3.3 Using the hard copy Registration Form

If you register learners using the paper form you **must** supply:

- their full names – surname first followed by full forenames (not just initials)
- their full date of birth and gender (required by the regulatory bodies)
- information for equal opportunities monitoring.

It may sound obvious but it's very important to get all the registration details right. Any error at this stage will cause delays in processing your learners' certificates.

So make sure you register your learner for the right qualification by selecting either:

- centre-assessed (independent assessment) or
- ILM-assessed components (external assessment)

and, for payment, either:

- full payment, or
- unit payment, or
- top-up payment.

Before you send your completed form off to ILM Quality & Administration Team at ILM, 1 Giltspur Street, London EC1A 9DD, please do check it carefully.

For an example registration form and guidance on how to fill it in, including information to help you select the right qualification, go to:

[www.i-l-m.com/paperregistration](http://www.i-l-m.com/paperregistration)

If you have any queries, the Customer Service Team is there to help. You can call them on 01543 266867 or email [customer@i-l-m.com](mailto:customer@i-l-m.com)

### 5.3.4 Your ILM External Assessor's contact details

Once you have registered your learners for a programme with ILM-assessed components, we send you the name and address of your ILM External Assessor, so you can send them your scripts.

### 5.3.5 Invoices and refunds on registration fees

After registration we send you the invoice for the registration fees, for full payment within 30 days. Registration fees are generally non-refundable, and withdrawal from the qualification programme does not constitute grounds for a refund at any stage. However, we may consider a refund in exceptional circumstances such as illness, and we look at every case on merit.

## 5.4 The documentation

### 5.4.1 The key documents - emails

We will send you all documentation by email.

Emails go to the centre or provider's primary contact and to your External Verifier (EV). If you gave us email details when you registered your learners, we also send emails to the relevant programme leader.

#### Registration lists

To help plan your centre's internal quality assurance samples, there's space on the VRQ *Registration Lists* for you to list the centre-marked assessments you plan to include in the sample. There's more on this in Sections 3.9.2 and 3.9.3.

For VRQs where ILM assesses the key components, the *Registration List* doubles as notification of the assessment outcomes.

#### Schedules of Results

We also email you the *Schedules of Results* (SoR) that list your registered learners. Please keep them safely, until you enter your learners' results at the end of the programme, and send them off to us. By saving your electronic *Schedule of Results* you can use it for more than one learner, editing and saving to accommodate different achievements.

You can send us SoR by email, either with an electronic signature or with your name typed in, as long as the form is emailed by a tutor or administrator from the centre's email system so we can verify the email address.

#### Results lists

As soon as we have sent out certificates we email the *Results Lists* to the programme leader, the centre or provider's primary contact and the External Verifier.

You should receive your certificates within 5 working days of receiving your results list.

You must inform us immediately if there are any discrepancies between your results and the details on the electronic *Results List*.

If you're missing either the *Registration List* or the *Schedule of Results*, or if there are discrepancies on the *Results Lists*, or if certificates do not arrive, call the Customer Service Team on 01543 266867 or email [customer@i-l-m.com](mailto:customer@i-l-m.com)

### 5.4.2 Checking the Registration Lists

For an example of a *Registration List*, go to:  
[www.i-l-m.com/newregistrationlist](http://www.i-l-m.com/newregistrationlist)

When your *Registration Lists* arrive it's important that you check that:

- names appear exactly as you want them shown on certificates, with the first and second names in the right order for each learner, with correct spelling

- learners are registered for the right qualification or programme title, with the right assessment route – centre-assessed or ILM-assessed components – and the right payment option (either full payment, unit payment or top-up route).

If there are any errors, call the Customer Service Team on 01543 266867 or email [customer@i-l-m.com](mailto:customer@i-l-m.com) We will then update our records and send replacement registration lists and SoRs.

If some learners in the cohort have already successfully completed their qualification or programme, there will be a *P* against their names in the Pass/Fail column.

The rest of this column is left blank for you to enter *P* or *F* against the name, when the rest of the cohort results are known.

### 5.4.3 Completing the Schedule of Results

#### VRQs and S/NVQs

The *Schedule of Results* (SoR) for VRQs and S/NVQs are similar, and you can see a sample SoR for a VRQ here:

[www.i-l-m.com/sampleSOR](http://www.i-l-m.com/sampleSOR)

Don't forget that if this is your first cohort for Management VRQs from Level 2 to 5 you must email the mandatory assessments, completed marksheets and internal verification records to the ILM External Assessor [ilmast@i-l-m.com](mailto:ilmast@i-l-m.com) for a marking review. The ILM External Assessor will determine the results which will be emailed to you for you to enter onto the *Schedule of Results*. See section 3.9.6 for details.

There are five steps to completing the *Schedule of Results*.

- 1 Make sure you have the same order numbers and the registration reference numbers on your SoR and *Registration List*. (You'll find the numbers on the top line of the SoR and under the centre name on the *Registration List*).
- 2 If all the learners in your cohort took the same units, check the learners' numbers against the ones on the *Registration List*. Then circle the numbers for the learners you're claiming certificates for.  
If you're sending your SoR electronically we accept them with just the numbers for the learners you are claiming for, so you can delete the numbers for the learners you are not claiming certificates for.
- 3 If the learners took different units, complete a separate SoR for each variation of units or learner, circling the relevant number(s). You can photocopy the original SoR if you need more copies.
- 4 Place a **P** for pass in the right hand column against each unit that was successfully completed and assessed, or an **F** for fail if it wasn't. The mandatory units are asterisked, and they **MUST** all be marked P or we will not issue the certificate for the full qualification.
- 5 Sign and date the SoR under *Programme Leader* at the bottom.

## Endorsed and development programmes, and International Management Qualifications

There is a sample *Schedule of Results* for an endorsed programme here:  
[www.i-l-m.com/endorsedSOR](http://www.i-l-m.com/endorsedSOR)

For Endorsed Programmes of more than 40 hours, there are three columns on the SoR. You complete as many columns as your learners have completed assessments. So for example, if your learners have done two assessments you complete the first two columns, leaving the third one blank.

Make sure you enter the result (**P** for Pass or **F** for Fail) for every assessment component claimed for each learner.

For Development Programmes, put Yes or No against each learner so we know which learners you are claiming certificates for.

For International Management Qualifications enter **P** for Pass and **F** for Fail against each component in the *PL* column.

### 5.4.4 Submitting Schedules of Results

If this is your first cohort of learners for Management VRQs at levels 2 to 5, you must send the mandatory assessments for all your learners to the ILM External Assessor for a marking review. See section 3.9.6.

In all other cases, if you do not have Direct Claims Status, send completed *Schedules of Results* by post or email to your External Verifier along with the sample assessments for quality checking (see Sections 3.11, 3.14 and 4.3.1)

Send them to your EV straightaway to avoid delaying your certificates. Your EV will forward the *Schedule of Results* onto the ILM Quality & Administration team, who process the certificates. The EV will return a copy to you for your records.

If you have Direct Claim Status send your *Schedules of Results* by email to your Administration Co-ordinator or by post direct to:

Quality & Administration Team  
ILM  
1 Giltspur Street  
London  
EC1A 9DD

We suggest you keep a copy for your records.

### 5.4.5 Keeping records for audit and appeals

In case of audit or appeal, ILM and/or the regulatory bodies will need to review your records. So you must retain records of assessment and internal quality assurance for a rolling period of 4 years.

You only need to keep the records, not the learners' materials (such as portfolios, projects, assignments) that were used for assessment.

## 5.5 Certification

### 5.5.1 Certificate turnaround times

It takes us up to 10 working days to process certificates, from the time the signed *Schedules of Results* arrive with the Quality & Administration Team.

If you don't have Direct Claims Status, your *Schedules of Results* have to go to the EV first, so any delays in sending them to the EV will slow down our processing. To keep things moving EVs send *Schedules of Results* direct to the Quality & Administration Team for processing, rather than returning them to centres.

We send certificates direct to the centre, for the attention of the centre contact or the named tutor. And as soon as they arrive you should check that all the certificates are there, and that the details on each certificate are correct. Once you have checked everything, sign and return the acknowledgment slip.

### 5.5.2 Reprint and replacement certificates

We can supply a replacement or reprinted certificate if:

- the learner has lost their original
- there are errors on the original
- a learner's name changes.

If there are errors or name changes you must return the original certificate to us when you request a replacement. To order one you simply complete a replacement certificate form and send it – with the appropriate fee – to the Quality & Administration team. Your Customer Service Co-ordinator can give you all the details.

The charges for replacement certificates fees are in our *Fees Guide*, available on the ILM website at [www.i-l-m.com](http://www.i-l-m.com)

### 5.5.3 Certificate design issues

We have to satisfy several regulatory requirements on qualification certificate design. One is the need for a unique identifier code on each certificate, to enable auditing, and all ILM certificates have a unique candidate number that acts as this identifier.

For this to be acceptable we have to be able to distinguish between multiple certificates awarded to the same learner. So we include the programme number as an extra identifier, and add the word *Replacement* on a replacement or reprint.

### 5.5.4 Certificate translation

ILM certificates are in English. If you need a translation into Welsh or Gaelic, please contact the Customer Service Team.

## 5.6 Our charges and payment methods

### 5.6.1 Our charges

We clearly set out our fees for centre approval and learner registration in our *Guide to Fees*, available for the UK, Republic of Ireland and International. The guide is also available online at [www.i-l-m.com](http://www.i-l-m.com) and from the Customer Service Team.

If our fees change, we will notify centres and the new information will also be displayed on the website. Our qualification and programme fees are reviewed each year and, unless otherwise notified, changes take effect from 1 September.

We issue approved centres with invoices for learner registration, centre (re)approval, any learning materials purchased, and for attending ILM events.

Credit-approved centres may buy learning resources on 30 days' credit.

If you have any queries on credit, credit checks, invoice payments, statements or other financial matters the Customer Service Team can put you in touch with the Finance team.

### 5.6.2 Making payments to us

However you pay, our terms are 30 days from the invoice date.

UK and Ireland customers can use these payment methods.

<b>Cheque</b>	Make cheques payable to <i>ILM</i> and write your centre number on the back. Include details of the invoice(s) the cheque covers and send it to: ILM Finance Department Stowe House Netherstowe LICHFIELD WS13 6TJ
<b>BACS</b>	Send your BACS remittance advice to ILM Finance department, stating our invoice number and the date you made the payment. Please make sure you quote the ILM invoice number on the transfer details. Our bank details are: Account name ILM Sort Code 15-10-00 Account Number 21747192 Address The Royal Bank of Scotland plc London City Office 62–63 Threadneedle Street London EC2R 8LA
<b>Direct Debit</b>	We accept Direct Debit payments whenever it's possible, and you can get the forms you need from our Finance Department. Your local Customer Service Coordinator can give you the contact details.
<b>Credit and debit cards</b>	We accept most major credit and debit cards for items or events ordered through the ILM Goods Fulfilment team at ILM Lichfield.

Overseas customers have two options.

<b>International Bank Transfer</b> (such as SWIFT or Telegraphic)	Make the payment through your own bank with the transfer payment direct to our bank. Our bank details are as BACS, for UK and Ireland customers. When making your bank transfer please quote our invoice number as the reference. You pay the local bank charges.
<b>Sterling Bank Draft</b>	A draft must be drawn on a London bank and made payable to ILM.

As you can see in Section 3 and Section 6, we reserve the right to suspend registration and / or certification in cases of non-payment.